

## WHAT IS CLAIMED IS:

1. A service alert agent for providing access to product information for a computer related product, comprising:  
a memory device that stores the product information and being  
5 located on an external portion of the computer related product; and  
an audio device that audibly conveys the product information stored in the memory device.

10 2. The service alert agent of claim 1, further comprising a recording device that records audio and stores the audio in the memory device.

15 3. The service alert agent of claim 1, wherein the audio device audibly conveys the product information in more than one spoken language.

4. The service alert agent of claim 1, further comprising a power source for independently powering the service alert agent.

20 5. The service alert agent of claim 1, wherein the audio device comprises a microphone and a speaker.

25 6. The service alert agent of claim 1, further comprising a processor that digitally connects the service alert agent to a computer system.

7. The service alert agent of claim 6, wherein the processor enables send and receive capabilities to allow sharing of information between the computer system and the service alert agent.

8. The service alert agent of claim 7, wherein the service alert agent communicates with a memory device of the computer system to allow automatic and electronic maintenance, checking and updating of the service alert agent.

9. The service alert agent of claim 7, wherein the service alert agent communicates with a printer to allow printouts and hard copies of the product information.

10. The service alert agent of claim 7, further comprising a network connectivity of the computer related product to allow remote accessibility to and from the service alert agent.

11. The service alert agent of claim 1, wherein the service alert agent is remotely accessible by representatives of the computer related product.

12. The service alert agent of claim 1, wherein the memory device is capable of recording and storing each service on the product for creating a service history list.

13. The service alert agent of claim 1, wherein the product information includes at least one of the serial number of product, important technical support and customer service phone numbers related to the product, product warranty information, product tips, product advice or frequently asked questions.

14. A method for providing access to product information for a computer related product, comprising:

storing the product information on an electronic device located on an external portion of the computer related product; and

5 audibly conveying the product information stored in the memory device.

15. The method of claim 14, further comprising recording audio and storing the audio.

10 16. The method of claim 14, further comprising conveying the product information in more than one spoken language.

15 17. The method of claim 14, further comprising independently powering the service alert agent.

18. The method of claim 14, further comprising digitally connecting the service alert agent to a computer system.

20 19. The method of claim 18, further comprising sharing information between the computer system and the service alert agent.

25 20. The method of claim 18, further comprising communicating with a memory device of the computer system to allow automatic and electronic maintenance, checking and updating of the service alert agent.

21. The method of claim 18, further comprising communicating with a printer to allow printouts and hard copies of the product information.

22. The method of claim 18, further comprising providing network connectivity of the computer related product to allow remote accessibility to and from the service alert agent.

5 23. The method of claim 14, further comprising providing remote accessibility by representatives of the computer related product.

24. The method of claim 14, further comprising recording and storing each service on the product for creating a service history list.

10 25. The method of claim 14, wherein the product information includes at least one of the serial number of product, important technical support and customer service phone numbers related to the product, product warranty information, product tips, product advice or frequently asked questions.

15 26. An electronic device that provides access to product information for a product, comprising:  
a memory device located on an external portion of the  
20 computer related product and having stored therein the product information;  
an audio device that audibly conveys the product information stored in the memory device; and  
a recording device that records audio and stores the audio in the memory device.

25 27. The electronic device of claim 26, wherein the audio device audibly conveys the product information in more than one spoken language.

28. The electronic device of claim 26, wherein the electronic device is remotely accessible by representatives of the product.

29. The electronic device of claim 26, wherein the memory device is capable of recording and storing each service on the product for creating a service history list.

30. The electronic device of claim 26, wherein the product information includes at least one of the serial number of product, important technical support and customer service phone numbers related to the product, product warranty information, product tips, product advice or frequently asked questions.